



CITY OF ST. CHARLES
POSITION DESCRIPTION
Office Assistant- Electric/Meter/Line/Water

Department: Public Works

FLSA Status: Non-Exempt

Reports to: Administrative Assistant – Meter/Line/Water

Union: Non-Union

Position Description Overview

As a member of the Public Works Electric Division team, the Office Assistant applies clerical and customer service skills to provide assistance to the department and other City departments by providing coverage and assistance with projects.

Essential Functions and Responsibilities

- Provides clerical support duties, answering telephone calls, scheduling meetings, appointments and inspections for multiple staff members, typing, copying, collating, assembling, filing, database management, distribution of office documents, and various other miscellaneous duties. (50%)
- Communicate with customers by explaining, advising and assisting with department project inquiries, rules, regulations, goals and/or objectives, in person over the phone and electronically. (20%)
- Assist in the review all daily work, report sheets, and labor time reports for accuracy and completeness. (5%)
- Compose and prepare both routine and technical correspondence, reports and documents, including tabulation of billing information. (5%)
- Assist in the development, and preparation of office procedures needed for efficiency, organization, and data management. (5%)
- Assist and back up the Administrative Assistant in the Meter/Line/Water and/or Electric Office as needed. (5%)
- Prepare, call and document JULIE requests for the department, including follow up correspondence. (5%)
- Assist in meter readers' requests, and coordination with Utility Billing. (5%)
- Coordination with Water Division Foreman and his requests, including printing of Job Orders and making appointments for water meter division. (15%)

Ancillary Functions and Other Duties

- Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
- Participate in proactive team efforts to achieve departmental and company goals.
- Perform other duties as assigned.
- Provide leadership to others through example and sharing of knowledge/skill.

Qualifications

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge, Skills and Abilities

- General Direction: receive very general guidance with respect to overall objectives; work is usually quite independent of others; operate within division or department policy guidelines using independent judgment in achieving assigned objectives.
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Proficient personal computing skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet and graphics. Preferably MS Word, Excel, Access and Lotus Notes.
- Handle multiple tasks simultaneously for multiple divisions including Electric Line and Water.

Experience and Education

- High school diploma or equivalent.
- Minimum of one to three months' related experience and/or training; or equivalent combination of education and experience.

Physical/Environmental Demands

Sedentary physical activity performing non-strenuous daily activities of an administrative nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office/shop environment with adequate ventilation, including:

- Physical activity involving standing, stooping, kneeling, crouching, or crawling, reaching with hands and arms up to 1/3 of time on the job.
- Physical activity involving walking 1/3 to 2/3 of time on the job.
- Physical activity involving sitting, using hands to finger, handle, or feel, and talking or hearing over 2/3 of time on the job.
- Manual dexterity sufficient to reach/handle items and work with the fingers.
- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right)
- Ability to lift up to 30 pounds under 1/3 of time on the job.

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects Human Resource's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources
Office Assistant – Electric Meter-Line (P/T)
5/04

Date